NEW HAMPSHIRE HOMELAND SECURITY & EMERGENCY MANAGEMENT

WebEOC

WebEOC is the state's disaster management system, designed to assist in managing large scale events and disasters, and to support or increase public safety information sharing through real-time situational awareness.

MOST QUESTIONS ARE ANSWERED IN THE WEBEOC USER GUIDE
The most recent version of the WebEOC User Guide can be downloaded from the main HSEM webpage.

ACCESS THE RESOURCE CENTER FROM THE MAIN HSEM WEBPAGE

User Name Structure: *lastname.firstname*
- There is a period between the last name and first name, no comma and no space.
- The user name is NOT case-sensitive.

Password: *User-defined*
- After logging in for the first time (or after a password reset), the user defines their password.
- All passwords must be at least eight characters long and include at least one capital letter, one lowercase letter and one number.
- Passwords must be updated every 90 days.

Forgotten Passwords: *Users can reset their password through WebEOC*
- Users who have not logged into WebEOC in 120 days must contact HSEM staff to have their account unlocked.
- Preferred method is to contact HSEM via email at nheoc@dos.nh.gov.

Locked Accounts: *Accounts are locked after 120 days of no use*
- Users who have not logged into WebEOC in 120 days must contact HSEM staff to have their account unlocked.
- Preferred method is to contact HSEM via email at nheoc@dos.nh.gov.

New Accounts: *New account requests can be made through the Resource Center*
- From the HSEM Resource Center, users can click on the Sign Up for WebEOC Training.

Permission Changes/Update: *Account permission changes and updates should be made through the local EMD and/or agency contact.*
- The EMD should send an email to NHEOC@dos.nh.gov with specific information regarding who needs updated permissions.

Unable to View WebEOC: *Likely a pop-up blocker issue*
- The pop-up blocker must be disabled for WebEOC to function correctly.
- Users should refer to their internet browsers' instructions to disable the pop-up blocker.

Unable to Add Info: *Likely a permissions issue*
- Contact HSEM staff to review permissions. Authorization from the local EMD or the agency's point of contact is needed to change user permissions.

CONTACT HSEM OPERATIONS VIA EMAIL nheoc@dos.nh.gov or phone 603-271-2231 or 800-852-3792 and ask for WebEOC Support.